**HUMAN RESOURCE
MANAGEMENT DIRECTORATE**

JDRP-HR   3 January 2003

MEMORANDUM FOR Activities Serviced by Headquarters, Department of the Army (HQDA) Civilian Personnel Advisory Center (CPAC) (Formerly Personnel and Employment Service-Washington)

SUBJECT: Request for Personnel Action (RPA) Direct—Effective 6 January 2003

1. The HQDA CPAC will implement RPA Direct on 6 January 2003. Serviced activities will route RPAs directly to the Northeast Civilian Personnel Operations Center (NECPOC) beginning on this date. RPAs will no longer be routed through the CPAC.

2. Over the past two months, the HQDA CPAC has conducted informational briefings to prepare serviced activities for this process change. Your servicing CPAC specialists will remain available to provide technical advice and assistance prior to creating and routing RPAs. The HQDA CPAC is also available to conduct staff assistance visits and to provide desk-side and classroom training on civilian personnel automated tools.

3. Serviced activities should adhere to the following procedures under the RPA Direct process:

    a. Contact your servicing CPAC specialists for technical advice and assistance prior to creating the RPA. This includes advice in the areas of position management, recruitment strategy, performance management and incentive awards, employee relations, etc., and assistance on utilizing automated tools and completing the appropriate gatekeeper checklist and the RPA.

    b. Complete all appropriate documentation in support of the personnel action prior to routing the RPA, to include a new or revised position description, accretion of duties statement, crediting plan, career referral request, incentive award nomination and approval form, disciplinary action decision notice, etc., and the appropriate gatekeeper checklist.

c. Route all RPAs (except retirement and death actions) directly to the NECPOC utilizing your activity's designated 4-letter SMART characters inserted (without parentheses) in the following in-box name:

XYZ-4(SMART)COPD

d. Route all retirement and death RPAs directly to the Army Benefits Center-Civilian (ABC-C) to the following in-box:

ABC_INBOX/COPD

4. Your servicing CPAC specialists will monitor manager and NECPOC in-boxes to provide proactive assistance on actions pending with management and to check status on actions in progress at the NECPOC. We look forward to this new way of doing business to improve the timeliness and quality of civilian personnel actions.

5. For additional information on RPA Direct or to schedule a staff assistance visit or training for your activity, please contact your servicing CPAC specialists.

Sherri Vauls Ward
Director